



COUNTY OF LOS ANGELES  
Internal Services Department  
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Dave Lambertson  
Director

*To enrich lives through effective and caring service.*

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April 18, 2007

To: Each Supervisor

From: Dave Lambertson  
Director

Subject: **INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER AMENDMENT TO PERFORM TECHNICAL SUPPORT FOR THE IT SHARED SERVICES (ITSS) DEPLOYMENT**

This is to advise you that the Internal Services Department (ISD) intends to amend existing Information Technology Support Services Master Agreement (ITSSMA) Work Order N03-0087 with Corp Info Services to add services which will increase the existing Work Order by \$64,043 for a new total maximum amount of \$338,998. The amendment will exceed the \$300,000 project limit and in accordance with ITSSMA guidelines, prior Board notification is required.

**BACKGROUND**

The Internal Services Department (ISD) in conjunction with the Chief Information Office (CIO) developed the plans and scope for a new IT Shared Services (ITSS). This offering provides participating departments support for their personal computing hardware and software, improved network security and system availability as well as the need for disaster recovery and business continuance.

ISD has already deployed these services to two departments, the CIO and Consumer Affairs. ISD currently has an ITSSMA Work Order with Corp Info Services, to conduct assessments, plan and implement IT Shared Services to five additional County departments. These departments are Community and Senior Services, Animal Care and Control, Military and Veterans' Affairs, Human Relations Commission and Ombudsman.

### **AMENDED SCOPE OF WORK**

ISD now intends to add a sixth Department to the Work Order with the Coroner's Office. Corp Info Services will conduct the same tasks for the Coroner's Office as it currently performs for the above mentioned five departments, already covered under the existing Work Order, including, conducting a detailed assessment of the Coroner's IT Infrastructure, develop a deployment approach and migrate all email, file and print shares onto the IT Shared Services platform.

### **JUSTIFICATION**

The Coroner's Office was in the original deployment plan, but was not ready for migration at the time the Work Order was executed. The Coroner's Office can now be migrated and the deployment of IT Shared Services to the Coroner's Office will allow ISD to complete the planning and deployment phase initiated last year.

### **FISCAL IMPACT**

This is a fixed price Work Order. This Work Order was competitively bid and a fixed price was obtained for the Coroner's Office at the time of the original bid. In adding the Coroner's Office the Work Order will be amended to add \$64,043 to the existing expenditure of \$274,955 for a new total maximum Work Order amount of \$338,998. This money is already budgeted in the '06-'07 ISD ITSS budget.

### **NOTIFICATION TIMELINE**

Consistent with the ITSSMA policies and procedures, we are informing your Board of our intention to amend this Work Order. In two weeks time, we will proceed and execute the amendment.

If you have any questions or need additional information, please have your staff contact Dave Wesolik, ITSS Project Manager, Internal Services Department, at (562) 940-3650.

NOTED AND APPROVED:

  
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Jon W. Fullinwider  
Chief Information Officer

DL:dw

c: Executive Officer, Board of Supervisors